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**Course Name**

# VUCA Leadership: Managing Crisis and Making Decisions

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**Sector Name**

Management And Leadership

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## VUCA Leadership: Managing Crisis and Making Decisions

### Course Introduction

“**80** percent of Leaders who change their behaviour after training go back to their old ways within six months, often because the training was too voluminous, hard to remember, and difficult to apply.” - Grovo and Wakefield Research, 2016

The urge for better management and leadership training has never been as much needed as now in the **VUCA** world. Leading employees in a **VUCA** environment requires a different kind of mindset and skills than what was practiced in earlier times. Leaders now need to move beyond business-as-usual and find ways to thrive in the complex and uncertain environment in which we live and work.

This training course is designed to provide participants with the relevant knowledge and key concepts in managing crises in a **VUCA** environment, identify VUCA situations, and effectively make decisions to mitigate the effects on the organization.

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## VUCA Leadership: Managing Crisis and Making Decisions

### Target Audience

- ✓ CEOs, CFOs, COOs, and other top executives are responsible for steering the organization through volatile and uncertain environments. They need advanced skills in crisis management and decision-making under pressure.
- ✓ Board Members: Individuals who play a strategic role in guiding the organization and making high-stakes decisions during crises.
- ✓ Directors and Vice Presidents.
- ✓ Middle Managers.
- ✓ Department Heads and Regional Managers.
- ✓ High-Potential Leaders.
- ✓ Emerging Leaders.
- ✓ Project Leaders.

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## VUCA Leadership: Managing Crisis and Making Decisions

### Learning Objectives

- ✓ Gain a comprehensive understanding of the VUCA world, the VUCA concept, and the competencies it takes to lead a VUCA environment.
- ✓ Analyze and make rational decisions before, during, and after crises and emergencies
- ✓ Learn the individual and collective psychology and organizational dynamics in crises and emergencies
- ✓ Effectively lead teams and organizations in crises and emergencies
- ✓ Solve problems and manage crises and emergencies in a VUCA environment.
- ✓ Apply ethical factors in crisis and emergency leadership

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## VUCA Leadership: Managing Crisis and Making Decisions

### Course Outline

#### ✓ 01 Day One

##### **The VUCA World**

- ✓ VUCA Concept
- ✓ What does Effective leadership mean to you as a leader?
- ✓ Competencies of great leaders
- ✓ What does Volatility, Uncertainty, Complexity, and Ambiguity (VUCA) mean for the “New Work” we experience today?
- ✓ Why do all traditional leadership styles fail to be effective in this VUCA environment?
- ✓ Why has employer branding become both difficult and essential in a VUCA world?
- ✓ Why do employees leave their (traditional) managers and not their companies?
- ✓ How does “NOPA” provide a flexible and highly effective response to the VUCA world?

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### Course Outline

#### ✓ 02 Day Two

##### **Decision Making: From Complexity to Clarity**

- ✓ Why so complex?
- ✓ Check and Clarify: The Keys to Gain Clarity
- ✓ Using RACI to Define Roles and Responsibilities
- ✓ Problem Solving and Decision-making Methods to Aid Clarity
- ✓ Communicating Clarity to Your People
- ✓ Psychology and Dynamics of Crises and Emergencies
- ✓ The nature of crises and emergencies
- ✓ Individual psychology under crisis and emergency conditions
- ✓ Collective psychology under crisis and emergency conditions
- ✓ Evolution and dynamics of crises and emergencies
- ✓ Crises and emergencies don't just work 8-hour days
- ✓ Tasks of leaders before, during, and after a crisis or emergency

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### Course Outline

#### ✓ 03 Day Three

##### **Rational Decision-Making in Crises and Emergencies**

- ✓ Instinct, intuition, and reason
- ✓ Rational decision-making processes
- ✓ Individual and Collective Decision-Making
- ✓ Psychology & human behaviour, solutions to improve your decision-making
- ✓ Delegation through mission-based leadership
- ✓ Structured hierarchical planning and operations
- ✓ Leading Teams and Organizations
- ✓ Roles and responsibilities of leaders in crises and emergencies
- ✓ Crisis/emergency management organization
- ✓ Creating effective and efficient teams through rapid teambuilding
- ✓ Creating effective and efficient interagency cooperation and collaboration
- ✓ Organizational & team dynamics: morale, cohesion, mood, unity of purpose
- ✓ Principles of operational command and leadership

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### Course Outline

#### ✓ 04 Day Four

##### **Solving the Problem: Managing the Crisis or Emergency**

- ✓ Seeking cause & effect to solve problems, not blame or responsibility
- ✓ Creating and running a crisis/emergency Command Centre
- ✓ Elements of risk management: prevention, response, containment & recovery
- ✓ Principles of business continuity and crisis operations
- ✓ Information gathering and situational awareness
- ✓ Operational rhythm, routines, and information management

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### Course Outline

#### ✓ 05 Day Five

##### **Ethical Factors in Crisis and Emergency Leadership**

- ✓ Caring for subordinates and their families
- ✓ The leader's self-care
- ✓ Responsibilities to authorities, the public, and/or victims
- ✓ Managing and leveraging Social Media
- ✓ After-action review and lessons learned processes
- ✓ Preparing for the next crisis or emergency

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## VUCA Leadership: Managing Crisis and Making Decisions

### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Feb. 1, 2027	Feb. 5, 2027	5 days	5950.00 \$	USA , Texas
May 24, 2027	May 28, 2027	5 days	4250.00 \$	UAE , Dubai
July 13, 2026	July 17, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
Oct. 19, 2026	Oct. 23, 2026	5 days	4250.00 \$	UAE , Dubai
April 26, 2027	April 30, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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